

RECEIVED
CENTRAL FAX CENTER

JAN 13 2004

VIA FACSIMILE 1-703-305-7687

OFFICIAL

9D-EC-19348
PATENT

1-16-04
mel

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Ruppelt et al.

Art Unit: 3623

Serial No.: 09/480,589

Examiner: Van Doren, Beth

Filed: January 10, 2000

For: METHOD, SYSTEM, AND
PROGRAM PRODUCT FOR ON-
LINE SERVICE CALL
SCHEDULING

Mail stop: AF
Hon. Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT AFTER FINAL

Sir:

In response to the Office Action dated November 14, 2003, and made final, in accordance with 37 C.F.R. § 1.116, Applicants respectfully request consideration and

entry of the following amendment:

01 FC:1202

108.00 DA

JAN 13 2004

OFFICIAL

ARMSTRONG TEASDALE LLP

One Metropolitan Square, Suite 2600
St. Louis, Missouri 63102-2740
Phone: (314) 621-5070
Fax: (314) 621-5065
www.armstrongteasdale.com

**CERTIFICATE OF FACSIMILE TRANSMISSION TO THE
UNITED STATES PATENT AND TRADEMARK OFFICE**

DATE: January 13, 2004

Examiner: Van Doren, Beth
Art Unit: 3623
Fax: 1-703-305-7687
From: Thomas M. Fisher

RE: U.S. Patent Application
Serial No.: 09/480,589
Applicant: Ruppelt et al.
Atty. Dkt. No.: 9D-EC-19348

DOCUMENTS SUBMITTED WITH TRANSMISSION:

Amendment Transmittal (3 pgs.)

Amendment in Response to Office Action dated November 14, 2003 (37 pgs.)

Fax Transmittal (1 pg.)

Total pages including cover page: 41

If all pages are not received, please contact: Linda Driscoll at Ext. 7229

RE: The above referenced U.S. Patent Application

Title: METHOD, SYSTEM, AND PROGRAM PRODUCT FOR ON-LINE SERVICE CALL SCHEDULING

Filed: January 10, 2000

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that these papers are being facsimile transmitted to the U.S. Patent and Trademark Office,
Facsimile Number 1-703-305-7687 on the date shown above.


Thomas M. Fisher, Reg. No.: 47,564

The information contained in this facsimile message is information protected by attorney-client and/or the attorney/work product privilege. It is intended only for the use of the individual named above and the privileges are not waived by virtue of this having been sent by facsimile. If the person actually receiving this facsimile or any other reader of the facsimile is not the named recipient or the employee or agent responsible to deliver it to the named recipient, any use, dissemination, distribution, or copying of the communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone and return the original message to us at the above address via U.S. Postal Service.

*IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CONTACT US IMMEDIATELY AT (314) 621-5070.

PATENT

Attorney Docket No.: 9D-EC-19348

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Ruppelt et al.

Serial No.: 09/480,589

Filed: January 10, 2000

For: METHOD, SYSTEM, AND
PROGRAM PRODUCT FOR
ON-LINE SERVICE CALL
SCHEDULING

Group Art Unit: 3623

Examiner: Van Doren, Beth

Mail Stop: AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL

- Transmitted herewith is:
Fax Transmittal (1 page)
Amendment Transmittal (3 pages)
Amendment in response to Office Action dated November 14, 2003 (37 pages)

STATUS

- Applicant

☐
☒claims small entity status.
is other than a small entity.

EXTENSION OF TERM

3. The proceedings herein are for a patent application and the provisions of 37 C.F.R. 1.136 apply.

(complete (a) or (b), as applicable)

- (a) ☐ Applicant petitions for an extension of time under 37 C.F.R. 1.136
(Fees: 37 C.F.R. 1.17(a)-(d) for the total number of months checked below:)

Extension for response within:	Other than small entity Fee	Small entity Fee (if applicable)
<input type="checkbox"/> first month	\$ 110.00	\$ 55.00
<input type="checkbox"/> second month	\$ 420.00	\$ 210.00
<input type="checkbox"/> third month	\$ 950.00	\$ 475.00
<input type="checkbox"/> fourth month	\$1,480.00	\$ 740.00
<input type="checkbox"/> fifth month	\$2,010.00	\$ 1005.00

Fee Due \$

If an additional extension of time is required, please consider this a petition therefor.

(Check and complete the next item, if applicable)

- ☐ An extension of _____ months has already been secured. The fee paid therefor \$_____ is deducted from the total fee due for the total months of extension now requested.

Extension fee due with this request \$

OR

- (b) ☒ Applicant believes that no extension of term is required. However, this conditional petition is being made to provide for the possibility that applicant has inadvertently overlooked the need for a petition for extension of time.

FEE FOR CLAIMS

4. The fee for claims (37 C.F.R. 1.16(b)-(d)) has been calculated as shown below:

02/25/2004 MJONES1 00000005 01(Col. 4) 09480589
Sale Ref: 00000005 DAB: 012394 09480589
01 FC:1202 108.00 DA/REMAINING

		(Col. 2)		(Col. 3)	SMALL ENTITY	OTHER THAN SMALL ENTITY	
		HIGHEST NO. PREVIOUSLY PAID FOR	PRESENT EXTRA	ADDITIONAL RATE FEE	OR	ADDITIONAL RATE FEE	
TOTAL	72	MINUS	72	0	x \$9 = \$	x \$18 = \$	
INDEP.	6	MINUS	6	0	x \$43 = \$	x \$86 = \$	
FIRST PRESENTATION OF MULTIPLE DEP. CLAIM				+ \$145 = \$		+ \$290 = \$	

TOTAL ADDITIONAL FEE \$	OR	TOTAL ADDITIONAL FEE \$
----------------------------	----	----------------------------

- (a) ☒ No additional fee for Claims is required

OR

- (b) ☐ Total additional fee for claims required \$

FEE PAYMENT

5. Attached is a check in the sum of \$_____
- ☐ Charge Deposit Account No. 01-2384 the sum of \$.
A duplicate of this transmittal is attached.

FEE DEFICIENCY

6. ☒ If any additional extension and/or fee is required, charge Deposit Account No. 01-2384.

AND/OR

- ☒ If any additional fee for claims is required, charge Deposit Account No. 01-2384.
7. ☐ Other:



Thomas M. Fisher
Reg. No. 47,564
ARMSTRONG TEASDALE LLP
One Metropolitan Square, Suite 2600
St. Louis, MO 63102
314-621-5070